

Easy Read: Making a Complaint about the NDIS

Everyone has the right to **speak up** if they are not happy with their NDIS supports or services.

Making a complaint helps you get the support you deserve — and it helps make services better for everyone.

What is a complaint?

A **complaint** means you tell someone that:

- something is **not right**
 - you are **not happy** with a service
 - you want something to **change or improve**
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You can complain if:

- your support worker or provider treats you badly
- you don't feel safe
- your services are not good quality
- people are not listening to you
- you are not getting the support you agreed on

You can make a complaint **any time**.

You have the right to speak up

You will **not get in trouble** for making a complaint.

Good providers **listen, care, and help fix** the problem.

You have the right to be **treated with respect**.

Who can help you complain?

You can ask for help from:

- a **friend or family member**
- a **support coordinator**
- an **advocate** (someone who speaks up for you)
- your **provider**
- the **NDIS Quality and Safeguards Commission**

The NDIS Quality and Safeguards Commission

This is the organisation that makes sure NDIS services are **safe, fair, and respectful**.
You can complain to them if your provider does not fix the problem.

You can contact them by:

 **Phone:** 1800 035 544

 **Online:** www.ndiscommission.gov.au

 **Email:** enquiries@ndiscommission.gov.au

They can help you make your complaint in a way that suits you — by phone, in writing, or with support.